

EMPLOYMENT & TRAINING WORKER I

EMPLOYMENT & TRAINING WORKER II

CLASSIFICATION DEFINITION

Provides employability services to eligible applicants of local social service agencies; applies program regulations and procedures; assesses employment potential and barriers that interfere with securing employment; identifies needs for social and health services and makes referrals; uses an automated system to maintain and monitor participants' records and generate reports; may determine the eligibility of applicants and recipients for public assistance programs through interactive interviewing and fact gathering; and performs related work as required.

Employment & Training Worker I

Working under close supervision, Employment & Training Worker I is the entry/trainee level in the Employment & Training Worker series. Employees in this class receive in-service training in the performance of routine duties related to the provision of employment services. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Employees are expected to promote to Employment & Training Worker II after one year of satisfactory performance at the trainee level.

Employment & Training Worker II

Working under general supervision, Employment & Training Worker II is the journey level in the Employment & Training Worker series. Employees at this level are expected to be fully qualified and able to perform a wide range of employability services including initiating independent contact with employers and other service providers. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Employment & Training Worker I, or if filled from the outside, require prior related experience.

The Employment & Training Worker II differs from the Employment & Training Worker III in that the latter is the advanced journey level and may be assigned leadworker duties.

The Employment & Training Worker Series differs from the Social Worker Series in that incumbents in the Employment & Training Worker classes are not responsible for the provision of social services; differs from the Eligibility Worker Series in that the primary responsibility of an Eligibility Worker is the determination of financial eligibility for public assistance programs; and differs from the Integrated Case Worker series in that the primary focus of the Employment & Training Worker series is in providing the full scope of employability services to eligible applicants.

SUPERVISION EXERCISED AND RECEIVED

The Employment & Training Worker II receives supervision from an Employment & Training Supervisor.

TYPICAL DUTIES

Duties may include, but are not limited to, the following. For Employment & Training Worker I, duties are performed at the trainee level:

- Interviews and evaluates eligible program participants' employability to assist participants in achieving self-sufficient employment.
- Administers and interprets vocational measurement tests.
- Assesses clients' employment and education history; identifies employment related skills, abilities and barriers; develops goals and plans to improve skills and abilities and overcome barriers; provides career guidance and employment and training counseling; provides labor market information related to local employment possibilities; and as appropriate, refers clients to employment related educational and training opportunities.
- May refer clients to other services such as substance abuse or domestic violence programs as appropriate.
- Conducts orientation workshops for new and returning program participants.
- Reads, comprehends and applies complex regulations, rules, policies and procedures.
- Explains relevant program regulations, rules, and policies to clients and the general public.
- Conducts ongoing research to identify employment and training opportunities for program participants; and establishes and maintains contacts with regional employers and training providers.
- Completes and processes disbursement of funds documents for clients' authorized supportive services, i.e., childcare and transportation.
- Operates a personal computer, including software programs and an automated system, to enter and retrieve data, manage individual client cases and overall caseload, compile statistical reports, and perform other assigned duties.
- Maintains regular contact with clients to monitor each client's completion of tasks and progress toward attaining goals that will lead to securing employment, and compliance with program requirements.
- Documents evidence of individual clients' non-compliance with program rules and regulations, and follows procedures related to the imposition of sanctions.
- Performs a variety of clerical duties related to organizing, prioritizing and scheduling assignments; meeting deadlines; completing forms, reports and other documents; maintaining automated and manual files and logs; managing client cases; and fulfilling other responsibilities as required.
- Establishes and maintains cooperative, effective working relationships with program participants; department employees; regional employers, educational facilities, trainers and all others who are program stakeholders and supporters.
- Performs related duties as assigned.

Positions also responsible for determining the eligibility for public assistance programs perform the following additional duties:

- Analyzes financial information and eligibility information to determine initial or continuing eligibility for multiple aid programs.
- Enters and retrieves numerical and narrative data and issues benefits from an automated computer system.
- Organizes caseload so that necessary case records and documents are processed and updated within specific time limits established by regulation and local policy.

EMPLOYMENT STANDARDS

Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two levels in the Definition section.

Knowledge of:

- General goals and purpose of employment preparation and training programs, and public social services programs.
- Effective and appropriate career, vocational, and employment counseling techniques.
- Occupational fields and regional labor market trends for private and public sector employers.
- Services provided within the department or agency that program participants may require and the procedure for referring participants for those services.
- Local and regional socio-economic conditions.
- Characteristics, customs and unique needs of local ethnic/cultural populations.
- Department and community resources available to program participants.
- Computer terminology and computer keyboard arrangement.

Ability to:

- Apply techniques and methods for conducting successful employment-related interviews, record keeping and standard office procedures.
- Elicit factual information from prospective and current program participants who may exhibit behavior indicative of those experiencing deprivation and/or emotional difficulties.
- Accurately gather, record and evaluate data necessary for the implementation of appropriate employment preparation and training programs.
- Prepare reports, forms, plans and agreements required by program rules, regulations, policies and procedures
- Use fact-finding techniques and perform in-depth and interactive interviewing.
- Plan and organize caseload to ensure that deadlines and regulations regarding time limits are met.
- Read, understand, apply and explain complicated and detailed correspondence and reports, regulations and policy directives.
- Determine appropriate course of action in emergency situations.
- Enter information accurately into a computerized system, and navigate effectively through automated multi-screen client record system
- Identify client problems that require referral to other social or community resources

- Speak and write in a clear and concise manner, using correct English
- Read, comprehend, apply, and follow complex rules, regulations, policies, procedures and other written instructions, including the policies, procedures, and programs of the Social Services Department.
- Use tact and diplomacy when communicating with all persons, including those with different socioeconomic and cultural backgrounds
- Identify and assess program participants' employment barriers and develop individual participant plans for securing employment.
- Monitor individual participants' compliance with program regulations and when appropriate, implement required sanctions.
- Regularly evaluate individual participants' progress toward meeting established goals for securing employment; use appropriate methods to motivate and encourage participants and when necessary, to counsel participants who have not met goals or expectations.
- Coach individual participants in how to prepare for a job interview and meet future employers' job performance expectations.
- Present training workshops to groups of program participants.
- Establish, maintain, and manage complex records.
- Establish and maintain cooperative working relationships with co-workers, supervisory and managerial staff; area employers who are willing to employ program participants; community based services providers of child care, transportation and other services program participants required to attain employment goals; and all others with whom contact is made during the normal course of business.
- Operate office equipment such as a personal computer, (including automated systems and software programs utilized by the department or division), calculator and photocopier.

MINIMUM QUALIFICATIONS (Education and/or Experience)

Employment & Training Worker I:

EITHER

One (1) year of full-time experience comparable to Eligibility Worker II or Social Worker I.

OR

Six (6) months of full-time experience comparable to Eligibility Worker II **AND** completion of 15 semester (22 quarter) college units in career planning, vocational guidance principles, personality development, occupational testing and measurement, or counseling preparation.

OR

Eighteen months of full-time experience providing case management, vocational guidance, employment counseling or employment placement services; **AND** completion of 15 semester (22 quarter) college units in career planning, vocational guidance principles, personality development, occupational testing or counseling preparation.

OR

Two (2) years of full-time experience providing case management, vocational guidance,

employment counseling or placement services;

OR

A Bachelor's degree in a behavioral science (psychology, sociology, social work, counseling, vocational guidance), education, business/public administration or a closely related field, including successful completion of 15 semester or 22 quarter college units in career planning, vocational guidance principles, personality development, occupational testing and measurement, or counseling preparation.

Employment & Training Worker II:

EITHER

One (1) year of full-time experience comparable to Employment & Training Worker I;

OR

Thirty (30) months of full-time experience performing vocational guidance, employment counseling or placement services; **and** Completion of 15 semester or 22 quarter college units in career planning, vocational guidance principles, personality development, occupational testing & measurement or counseling preparation;

OR

Three (3) years of full-time experience performing vocational guidance, employment counseling or placement services;

OR

A Bachelor's degree in behavioral science (psychology, sociology, social work, counseling, vocational guidance), education, business/public administration or a closely related field, including successful completion of 15 semester or 22 quarter college units in career planning, vocational guidance principles, personality development, occupational testing and measurement, or counseling preparation; **and** one (1) year of full-time experience performing vocational guidance, employment counseling or placement services.

SPECIAL REQUIREMENT

Some positions may require possession of special language and culture skills as a bona fide qualifications standard. In these cases, candidates must demonstrate that they possess the required skills.

DRIVER LICENSE REQUIREMENT

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.